

**Minutes of the Information Management Panel  
Friday, January 24, 2003**

**Bruce called the meeting to order at 8:30 a.m.**

**Present:** Supervisors Genia Bruce, Dawn Fanfelle, and Duane Paulson, Citizen Keith Pickens. **Absent:** Supervisor Behrend.

**Also Present:** Information Systems Manager Michael Biagioli, Systems Technology Administrator Allen Mundt, Applications Development Administrator Wayne Naegele, End User Computing Administrator Dave Broker, and Office Services Coordinator Windy Jicha.

**Approval of Minutes December 13, 2002**

**MOTION:** Fanfelle moved, Paulson second to approve the minutes of December 13, 2002. **Motion carried:** 4-0.

**Chair Comments**

Bruce thanked Fanfelle for chairing the meeting on December 13, 2002 when she was unable to attend.

**Future Meeting Dates**

There will be no Information Management Panel meeting on March 21, 2003.

**Other Comments**

Biagioli accepted the resignation of Web Administrator Chris Dirajilal effectively immediately. Biagioli is working to strategize how work in this area will continue in Dirajilal's absence. For now, Biagioli will temporarily under-fill the position and then bring in contract help until the position can be filled.

**Future Agenda Items**

Email and Open Records Law and how it applies to county supervisors

**Computer Aided Dispatch Update**

Biagioli said bids for building construction will be posted on February 12, 2003. They are now finalizing the bid documents. Information Systems is working to make sure the specifications are completely listed. Ground breaking for the Communications Center will take place the first or second week of April 2003 and construction will begin immediately after that. It is estimated that Information Systems will start their work in December 2003.

Biagioli said the server for the center was ordered in December and is expected to be delivered to next week. The vendor, Spillman, will come here and work with Information Systems to get the server set up and ready. The initial project team of county employees has been identified. Rick McMillin is the primary and Mary Staszak is the secondary. Lyndel Smith from the Sheriff's Department and Kay Kumbier are expected to be key players. Spillman's team will be here next week for the project kick off. There is very little customization with the program. Representatives from Spillman will also help with the conversion of county data to the Spillman system. The computer aided dispatch phase will be set up in the basement of the administration building while the police records management and jail systems will be set up in the basement Emergency Operations Center of the Sheriff's Department. There is a state user group for Spillman Technologies and Waukesha County has joined the group.

**Review of Preferred Vendors Selection**

Biagioli said they had 56 respondents from consulting companies apply for the preferred vendors selection. The hourly costs will decline 18% over the next two years due to the increase in business in southeastern

Wisconsin and competition. Three providers for each of the published groups were chosen. A smaller number of providers makes it much easier for Information Systems to work with these groups. The preferred vendor status is good for two years.

Biagioli read the list of preferred vendors and the disciplines.

Field	Company
Applications	Exacta, Genesis 10, Keane
End User	Allied Comp, CDI, Omni Resources
Network	Compuware, Consultis, Keane
Oracle	AST, Genesis 10, Rapidigm
SQL	Compuware, Genesis 10, Keane
Web Services	CDI, Compuware, Keane

### **Remote Access to County Information Technology Strategy**

Mundt said Information Systems has a variety of requirements to connect to county networks from remote sites. This began because there were branch county offices, not on this campus, that needed to be connected. Several years ago the department saw there were deficiencies in this area. They started by linking outlying facilities such as Sheriff's Department substations and Retzer Nature Center. Information Systems wants to be able to connect remote locations keeping the cost in-line and providing secure service twenty-four hours per day, seven days per week. The difficult part of remote access, the decision of who needs to be set up and connected to the county computer systems, has been left to each department. Information Systems uses VPN, a secure way to get into the county network and could be faster than sitting at your desk. The system is used for county users, partnering agencies and consultants. Adding users doesn't cost anything.

Mundt said this option has been good for Information Systems especially for employees who are on-call. The system allows on-call Information Systems users to be connected to the system from home and fix problems so an employee doesn't have to drive into the county facilities. Broker drafted a policy outline for using remote access and sent it to Human Resources for comments. Some of the issues that need to be addressed include: Workers Compensation, management, county responsibilities, equipment, security, time recording and Information Systems support in remote areas. One of the big issues is what devices do you want people to use to access the system? Should the county provide PCs to employees in order to work out of their homes? Information Systems is taking the initiative on this issue because it is going to happen.

### **General Project Updates**

Health and Human Services Accounts Receivable – Naegele said the contract for this project has been going back and forth between the county and the vendor. He is hoping it will be signed within a week in order to finish by the October deadline.

Tax Project – Naegele said Information Systems just started the RFP process. He hopes that they will have the first draft to purchasing by next week and a completed contract by April.

Imaging Project – Naegele said the Imaging Project is being Web enabled.

Fiber Project – Mundt reported that the recent cold snap has resulted in a project delay. There is sufficient frost in the ground so that Cablecomm has gone to the project manager for financial relief or authority to delay the project. Since this project does not require installation by the end of February, the parties involved

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opted not to pay \$17,000, Waukesha County's share of the additional costs to deal with frost, and to allow the delay until the weather warms up. The project is now estimated to be completed by the end of April 2003.

The future fiber project to the Davidson Road facility may be completed this year. The City of Waukesha and the Waukesha School District has asked to speed up completion of this project. Waukesha County saves money if fees for projects can be shared with other agencies. The estimated cost for Waukesha County is \$80,000.

Bruce asked if this project will need to come before the Finance Committee to reallocate funds? Biagioli said yes, if the bid for the Communication Center is less than expected, then Information Systems is hoping that the difference will cover this project and allow the department to reallocate funds to this project.

Storage Area Network (SAN) – Mundt said the purpose of the SAN Project is to purchase and install a pool of highly redundant, highly available disk drives. The expected result is that Waukesha County could save money over directly attached storage, increase fault-tolerance and system availability, increase manageability and reporting and significantly enhance our business continuity posture.

An RFP for the project was sent out on December 23, 2002 and the vendor meeting was held during the week of January 13, 2003. The meeting provided potential bidders the opportunity to tour the facility and ask questions. Proposals are due January 28, 2003.

Alternatives to Microsoft Office – Boker said due to recent pricing issues and increases, Waukesha County is seeking an alternative to Microsoft Office. Information Systems found out recently that that state is also trying to find an alternative and Waukesha County will join the state in seeking a new software provider.

PC Bids – Boker said Waukesha County is trying to find a vendor for PCs.

#### **Report from State Technology Leadership Council**

Biagioli said Waukesha and Milwaukee Counties Information Systems will make a presentation to the council on March 21, 2003. This group meets monthly and has a posted agenda. The council members would like to keep this council in place to be able to look at things on an enterprise level. Letters have been sent to the governor recommending the continued existence of the council. This group is kept up to date on what purchasing the state is doing. Boker is working in a workgroup with the state regarding the search for an alternative to Microsoft Office. The group does a lot of Email work in advance to the meeting.

#### **Technology Review Process**

Biagioli passed out a handout titled Waukesha County Technology Review Process for Information Systems Projects and gave a brief explanation of the program. This process brings together the Technology Review Committee that reviews the list of technology work projects for the coming year. The committee will keep Biagioli from having to approve every technical project in the county and the committee will decide what will and will not be worked on in the coming year. This should not be an Information Systems decision but rather a business decision. This process will also allow Biagioli to know what is coming so that he can plan his budget and technology needs accordingly. Currently, things are being put into budgets as business initiatives and not the capital plan so Biagioli may not know what technology is coming and not budget accordingly for it. Technology request forms will be sent to all departments in February. The departments will identify their technology needs and then send the request through the committee review process. Biagioli said he needs to be able to do better work up front to analyze the business versus technology needs. There needs to be clear definition of what a technology need will bring to the county, not just technology for the sake of technology. This advance planning will alert Biagioli to ongoing operating costs. A software

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package may be inexpensive but Information Systems may not have the equipment to support the software and then it will have to be purchased.

Biagioli said there is no county board representation on the committee and he thinks there should be. Biagioli said the board decided two years ago that they did not want to be part of the committee to make these decisions. Biagioli said the committee was not brought together by ordinance. Dale Shaver is the chair of the Technology Review Committee and meetings are tied to the budget season.

Bruce said that she would volunteer to be on the board.

In absence of any objections, Bruce declared the meeting adjourned at 9:41 a.m.

Respectfully submitted,

Duane E. Paulson, Secretary  
Information Management Panel